

Amendment to the Claims

The following listing of claims replaces all prior listing of claims.

1. (Currently amended) A method of establishing a community of practice ~~including as participants a plurality of users, one or more experts, and one or more community of practice managers, the community of practice having access to a knowledge management system,~~ the method comprising:

identifying a need for ~~the~~ a community of practice including as participants a plurality of users, one or more experts with special knowledge related to the identified need, and one or more community of practice managers;

identifying roles and responsibilities for the participants in the community of practice including one or more experts approving data submitted by the participants in the community of practice, and one or more community of practice managers organizing interaction among the participants in the community of practice using a knowledge management system accessible by the participants of community of practice;

identifying one or more goals for the community of practice, based on the identified need; ~~and~~

establishing the community of practice to achieve the one or more goals;
receiving, in a database associated with the knowledge management system,
data from one or more participants of the community of practice, the received data related to the community of practice;

maintaining the received data in the database based on the identified roles and responsibilities and the one or more goals; and

sharing, by a plurality of the participants of the community of practice, selected data in the database to achieve the one or more goals.

~~maintaining a database of data associated with the community of practice in a database included in the knowledge management system based on the identified roles and responsibilities and one or more goals,~~

~~wherein a plurality of participants in the community of practice use the knowledge management system to exchange information to achieve the identified one or more goals.~~

2. (Original) The method of claim 1, wherein the step of identifying roles and responsibilities includes:

identifying one or more community of practice managers;

identifying one or more experts associated with the community of practice; and

collecting documents to be available to the community of practice.

3. (Previously presented) The method of claim 2, wherein the identified community of practice managers are not the same participants as the identified experts.

4. (Original) The method of claim 2, further including:

determining a first security level for the plurality of users;

determining a second security level for the one or more experts; and

determining a third security level for the one or more community of practice managers.

5. (Previously presented) The method of claim 4, wherein the first security level, the second security level, and the third security level establish different levels of access to information stored in the knowledge management system.

6. (Original) The method of claim 1, further including:
providing training for users in the community of practice.

7. (Previously presented) The method of claim 1, further including:
monitoring progress of the community of practice in achieving the identified one or more goals.

8. (Currently amended) A method of managing a knowledge management architecture for use in a community of practice, the method comprising:

capturing, in a knowledge management system, knowledge received from community of practice participants based on a knowledge document received over a computer network, wherein the community of practice participants include a plurality of users, one or more experts having special knowledge related to at least one goal associated with the community of practice, and one or more community of practice

managers who organize interaction among participants in the community of practice using the knowledge management system accessible by the participants of the community of practice;

approving, by the one or more experts, the captured knowledge using the knowledge management system;

delivering the approved knowledge to community of practice participants over the computer network; ~~and~~

maintaining the knowledge in a knowledge database included in the knowledge management system~~[[,]]; and~~

sharing, by a plurality of the participants of the community of practice, at least some of the knowledge in the database to achieve the at least one goal of the community of practice.

~~wherein the community of practice participants include a plurality of users, one or more community of practice managers, and one or more experts associated with the community of practice.~~

9. (Original) The method of claim 8, further including:
opening the community of practice.

10. (Original) The method of claim 9, wherein the step of opening the community of practice includes:

advertising the community of practice within an organization; and

accepting subscriptions for membership in the community of practice.

11. (Previously presented) The method of claim 8, wherein the step of capturing knowledge includes:

receiving the knowledge document from one of the plurality of users; and
storing the knowledge document in the knowledge management system,
wherein the knowledge document is received in one of a predetermined set of
formats.

12. (Previously presented) The method of claim 11, wherein the step of receiving the knowledge document includes:

receiving, via electronic mail, the knowledge document.

13. (Currently Amended) The method of claim 12, wherein the knowledge document ~~may include~~ includes a word processing document, a presentation document, a spread sheet document, an electronic mail document, or a link to a Web site.

14. (Currently Amended) The method of claim 8, wherein the step of approving the captured knowledge includes:

identifying a review team including one or more members;

reviewing, via the knowledge management system, the captured knowledge by the identified review team; and

receiving an indication, from one or more members of the review team, in the knowledge management system reflecting approval of the captured knowledge.

15. (Previously presented) The method of claim 14, wherein the one or more members of the review team includes one or more community of practice managers and one or more experts.

16. (Previously presented) The method of claim 8, further including:
receiving, in the knowledge management system, information reflecting feedback associated with the delivered knowledge from one or more participants in the community of practice.

17. (Previously presented) The method of claim 16, further including:
revising the knowledge in the knowledge database based on the feedback.

18. (Currently amended) A system of for managing knowledge in an organization, the system comprising:

~~a community of practice,~~

~~wherein the community of practice includes:~~

a knowledge management architecture configured to provide a mechanism for collaborative interactions among participants of a community of practice to achieve one or more goals of the community of practice, the participants including:[[,]]

~~participants including:~~

a plurality of users,

one or more experts approving data submitted by participants in the community of practice, and

one or more community of practice managers who manage interaction among the participants in accordance with the one or more goals of the community of practice, and

wherein the a network ~~interconnecting~~ interconnects the knowledge management architecture, the plurality of users, the one or more experts, and the one or more community of practice managers, and the knowledge management architecture includes:

~~wherein the knowledge management architecture includes:~~

a web server module, connected to the network, for providing tools for use by participants in the community of practice,

a security module, connected to the web server module, for ensuring security requirements are met,

an e-mail server, connected to the web server module and the network, for delivering knowledge to participants in the community of practice,

a knowledge database, connected to the web server module, for storing knowledge entries, and

a document management system, connected to the web server module, for permitting access to documents, and

wherein the participants use the knowledge management architecture to exchange information to achieve a the one or more goals of ~~goal associated with~~ the community of practice.

19. (Previously presented) The system of claim 18, wherein the web server module includes collaboration tools that enable the participants to exchange information.

20. (Previously presented) The system of claim 18, wherein the web server module includes an electronic bulletin board system that enable the participants to provide information to achieve the goal.

21. (Original) The system of claim 18, wherein a plurality of community groups are established within the organization and a plurality of communities of practice are associated with each such community group.

22. (Currently amended) A method of managing a community of practice in a knowledge management system, the method comprising:

identifying a goal for the community of practice;

establishing the community of practice to achieve the goal associated with the community of practice;

providing information in a computer system associated with ~~a~~ the community of practice established based on:

an identified need for the community of practice,

an approval from a coordinator responsible for establishing the community of practice,

an identified practice manager and one or more experts with special knowledge related to the identified goal associated with the community of practice,

identified one or more documents including data associated with the community of practice, and

an identified security level for the community of practice; and

managing, by the computer system, the community of practice by allowing participants in the community of practice to exchange information to achieve ~~a~~ the goal associated with the community of practice.

23. (Original) The method of claim 22, further including:

training users to participate in the community of practice.

24. (Previously presented) The method of claim 22, further including:
advertising the community of practice; and
receiving, by the computer system, input from a user reflecting a request for
membership in the community of practice.

25. (Previously presented) The method of claim 22, wherein managing the
community of practice includes:

monitoring information associated with at least one of a number of users that
request membership into the community of practice, a number of participants in the
community of practice, a number of times a database in the computer system is
accessed, wherein the database stores knowledge associated with the community of
practice, and an amount of time to achieve the goal.

26. (Currently amended) A system for managing a community of practice,
including:

a knowledge management system; and

a network interconnecting the knowledge management system to
participants of a community of practice, the participants including at least an expert
approving data submitted by participants in the community of practice and a manager
organizing interaction among the participants in the community of practice,

wherein the knowledge management system provides information reflecting the existence of the community of practice over the network and receives one or more requests for membership into the community of practice from one or more users and the knowledge management system provides information reflecting the acceptance of the one or more requests for membership into the community of practice.

27. (Currently amended) A system for managing a community of practice, including:

a knowledge management system including a database; and

a network interconnecting the knowledge management system to participants of a community of practice, the participants including at least an expert approving data submitted by participants in the community of practice, a user, and a manager organizing interaction among the participants,

wherein the knowledge management system receives knowledge from the user over the network, receives approval of knowledge submitted by the user in the community of practice from the expert, and provides the knowledge to each of the participants via the network for achieving a goal of the community of practice.

28. (Previously presented) The system of claim 27, wherein the knowledge management system provides the knowledge by at least one of sending data reflecting the knowledge to each of the participants over the network, and storing the knowledge in the database that is accessible to each of the participants over the network.